

Order ID
F2E483CE76BD

Product name
MOTHERGUNSHIP EU Steam CD Key

Report date
8/12/2024

Purchase date
8/12/2024

Status
ongoing

Report

Verification by merchant

Verification by Customer Support

Resolution

Problem type: **duplicate**

Preferred solution: **key replacement**

Close the case

HAAD7-MLZXH-5L0IX

Communicate with the other party

Type a message...

most recent activity

You, 8/13/2024, 3:43:09 AM

ok, im archiving this conversation, for my purposes ... you are not trusted partner for me, your ignorance will soon has bad consequences and stick your key into your ass, you sicky piggies, your customer access is miserable @!!!@

You, 8/13/2024, 3:12:20 AM

otherwise, time and date, are in each file are in preferences of this file... thanks for help, the truth is on my side, so, can you give me FUNCTIONAL key, or please send me please, money on kinguin balance ... and i will forgive you your faul .. thanks for understanding

You, 8/13/2024, 3:06:10 AM

4. is here:
Attachment 1

You, 8/13/2024, 3:03:30 AM

well, here it is:
Attachment 1 Attachment 2 Attachment 3 Attachment 4

You, 8/13/2024, 2:57:14 AM

sorry one more time, with taskbar and time

You, 8/13/2024, 2:00:24 AM

Attachment 1 Attachment 2 Attachment 3 Attachment 4

Customer Support, 8/13/2024, 1:43:48 AM

Dear Customer,

Thank you for contacting us regarding this issue.

We are very sorry to hear about the problems that you have experienced and would like to assure you that we will do everything possible to solve them for you as quickly and smoothly as possible.

As for the issue itself, before we proceed we need additional information to verify the problem. To that end, we would like to ask you to provide us with a link to your Steam profile, as well as unedited screenshots in .jpg or .png format of:

1. **The key entered into the Steam activation window;**
2. **The message you receive when trying to redeem it;**
3. **Your account's Steam Store region (click on your account name in the top-right corner -> Account Details);**
4. **Steam account licenses and product key activations (click on your account name in the top-right corner -> Account Details -> View licenses and product key activations);**

Please see an example here (correctly taken unedited screenshots are crucial for resolving the issue quickly):
<https://static.kinguin.net/media/images/customer-support-screenshots/Steam-key.jpg>

Please **take the screenshots from the Steam application (not the web browser)** and make sure that they are unedited and the whole desktop (including your taskbar with time and date) is visible, plus include your Steam Library in the background of the first two screenshots).

Thank you in advance for your cooperation.

We are looking forward to hearing back from you.

Best regards,

ren

You, 8/13/2024, 1:14:48 AM

Hello!
I am not satisfied with the outcome of this case and I am now escalating the complaint to Kinguin's Customer Service, hoping that the matter will be resolved in my favor.
Best regards.

You, 8/13/2024, 1:10:46 AM

Attachment 1

You, 8/12/2024, 4:27:55 PM

so ? Are you there or what, how much time you need yet ?

You, 8/12/2024, 2:10:21 PM

Attachment 1 Attachment 2

You, 8/12/2024, 1:31:52 PM

thanks for respond here are the screens:
Attachment 1 Attachment 2 Attachment 3 Attachment 4 Attachment 5

Fiducia, 8/12/2024, 1:12:50 PM

Dear customer,

Please follow the procedure you've been given by Kinguin prior to opening a ticket. The screenshots I have received are not enough to verify this case as of now. Please be aware that the screenshots can't be cropped (edited) or be made from your phone and has to meet the criteria.

To that end, I would like to ask you to provide me with a link to your Steam profile, as well as unedited screenshots in .jpg or .png format of:

- Your purchased key in the activation window of Steam
- The received error in the same activation window
- Your account's Steam Store region (click on your account name in the top-right corner -> Account Details);
- Steam account licenses and product key activations (click on your account name in the top-right corner -> Account Details -> View licenses and product key activations);

Please see an example here (correctly taken unedited screenshots are crucial for resolving the issue quickly):
<https://static.kinguin.net/media/images/customer-support-screenshots/Steam-key.jpg>

Please follow these instructions careful so I can verify this case.

Thank you in advance!

You, 8/12/2024, 12:45:20 PM

The Key was already activated on other steam account, please give mi functionall key or kinguin balance, as soon as possible.

THANKS FOR A SUPPORT!

Attachment 1

You, 8/12/2024, 12:30:13 PM

Dear Merchant,

Below I am enclosing screenshots confirming the issue with your product. Please check the case and provide me with a solution.

Regards.

Attachment 1



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e-mail

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I would like to receive marketing communication from Kinguin Digital Limited with its seat in Hong Kong in an electronic form on my email address relating to Kinguin's products and services. The above consent may be withdrawn at any time.



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